

Terms & Conditions for Commercial Arena Facility Hire Private -Dogs

- Refunds or exchanges can only be made if 4 days' notice is given.
- Maximum of 4 dogs per booking, unless otherwise agreed.
- Due to circumstances beyond HAPPA's control it may be necessary to change or cancel your booking. You will be offered the option to accept the change or to receive a full refund of any monies paid against the booking. We do not accept any responsibility for any cost incurred because of change.
- Please report to Shores Hey Farm Reception on arrival and at departure, this is for fire safety, should we need to evacuate. HAPPA reserves the right to end the session early at the discretion of the centre. Inclusive of but not limited to; dogs becoming unsafe and causing disruption and owners do not follow the terms outlined.
- No smoking or vaping is allowed in the Arena. A Smoking Shelter is located on the Disabled Car Park at The Café.
- Dogs must be fit and well to attend site, vaccinated, microchipped & up to date with their flea and worming treatment.
- We request that all waste is removed and placed in the dog waste bins outside the Arena or HAPPA waste bins (failure to do this will result in a fee payable by the hirer & possible refusal for future facility/Arena hire). Please do NOT use the horse muck tools to pick up dog waste.
- All clients using the facilities must ensure full compliance with relevant Health and Safety Policies. HAPPA reserve the right to halt any actions which we consider to be contrary to our Health and Safety Policy or which we consider unsafe.
- In the event of an emergency, you may seek assistance from Shores Hey Farm Reception who can call an ambulance if required or offer advice.
- Please return any equipment used to original place after use before leaving the Arena.
- Use of the Arena is at the hirer's risk. All hirers are advised to carry out suitable checks before entering to ensure that it has been left in a safe condition by the previous occupant.
- The hirer is responsible for any damage caused to the premises or equipment and must pay the total amount required to make good any such damage. HAPPA does not accept any liability for injury, loss or damage to dogs, owners, handlers or any personal property.
- All clients and customers are required to adhere to commonly accepted standards of decency and good behaviour. Racial abuse, discrimination, swearing and loud or aggressive conduct will not be tolerated. In line with our zero-tolerance policy. We reserve the right to ask any person on the premises to leave immediately. We reserve the right to refuse admission to any person without giving reason.
- Dogs must always be kept on leads and under appropriate control when on site (off lead for Arena/in the enclosed field space only). Dogs cannot be left unattended at any time.
- Always keep me on a lead so I don't run off and hurt myself or a pony when walking around site.
- Don't let me 'chat' to the ponies as my loud barking will scare them.
- Let me enjoy a tasty snack or drink in The Café with the 'pup' menu and free flowing water bowls. The Café only permits dogs on the ground floor.
- If I'm getting too hot, ask The Café Team for a cooling mat.
- Don't leave me in the car.
- Always pick up after me.
- Please be advised that Shores Hey Farm is open to the public 11am-4pm daily and at times can be extremely busy with visitors and noise pollution.
- HAPPA staff will be operating between the hours of 8 am – 4.30pm carrying out all necessary yard duties, this is inclusive of but not limited to; driving vehicles/farm vehicles, using loud equipment such as a leaf blower, washing machine cycles & maintenance, such as drilling. HAPPA cannot guarantee what times these duties will be carried out during the day.
- We request that you use the Arena in your allocated time and do not allow for this to run over. All attendees must leave site by 4:15pm, the site is locked and closed by 4:30pm. We can only accommodate you within the time- slot you have hired and are unable to extend this due to lateness.
- Please be advised that Shores Hey Farm does not allow children under the age of 16 to be unaccompanied on the property at any time and request that this is adhered to within the date of the hire.
- In the event of an evacuation: members of the public with dogs will be advised to move to the carpark field with their dogs in the event of evacuation, as per the hire of the Arena Terms and Conditions.
- By booking an Arena hire at HAPPA you are agreeing to these Terms and Conditions.

HAPPA: Taylor Building, Shores Hey Farm, Off Halifax Road, Briercliffe, Burnley, Lancashire BB10 3QU

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